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February 18, 2008

Andrew Holloway
Department Local Government Finance

Dear Mr. Holloway,

I have been advised that you want all expenses that are automatically due each year to Manatron.

Support \$18,132 paid quarterly @ \$ 4,533.

Roll Values \$ 450 in 2007 Fee billed \$300/hr

They are asking for \$ 7,833 to update the software changes mandated by the State of which we have not paid.

For your information:

If we request any technical support we are charged for it. Lately this has not happened as our Assessor Wanda O'Neal asked them what our quarterly fee was supposed to pay for. She was told they would not charge her this time but she was suppose to pay when they corrected a problem for us.

Our Land was messed up when they applied it. The young man told us we would not be charged for this as it was part of our contract. Later I was told he did not have the authority to tell us this and that we were supposed to be charged. We were told not to price it until we did the Trending. I was on vacation at this time so the people who worked with them forwarded this information to me. After 3 months I needed to see what a parcel would be with the new values. When I priced it is when I found out how bad it was messed up. We then went into several agricultural parcels in each township to find out just how bad it was. When I called them they said it was due to how we had set the pricing up in the engine. We did not set this up Manatron was paid to set the pricing up at the last reassessment. I told him this. Our Assessor then talked with him and he showed me how to correct the problem. They were to busy to fix the problem. Some of the information he gave us was wrong and I did not find this out until six weeks later. If someone from Manatron is needed to come to our office we are charged mileage, hotel and meal expenditures as they send someone from Ohio. The only training we have been able to receive for at least three years is over the internet even though we have repeatedly asked for training to be given in the Indianapolis Office. Everything is not answered over the internet and hands on training such as we receive from our conferences, is highly needed. They have done some web support to show us or correct what is wrong. We were told in 2005 and 2006 we could work ahead to do the splits and combinations to find out we could not at taxing time. The wrong people ended up billed. This was a royal mess. We have to hold all splits for the next taxing year until after we send the values to the Auditor and she accepts them.

To send values to the Auditor we have Manatron download the values. They charge us for this at \$300 per hour (2007 pricing). They in turn fix the values so the software program the Auditor uses can read the values. The software company receives the values and must change them so they can place them into the program the Auditor uses.

We are looking into changing our Vendor and software program to the new GUTS program. Our hold up at this time by our Commissioners is due to waiting to see which direction the Legislation takes about using one system. They want to know if the state will rule the Assessor, Auditor and the Treasure are to use one system. We would very much like to be on one system in the Assessors Office yet every office has the right at this time to make the decision on their software. We also understand this as some of their software programs have served them well.

Respectfully,

Nancy Dennis, Supervisor
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Wanda O'Neal
Putnam County Assessor